

A dark blue silhouette of a city skyline with various building shapes, including a prominent domed structure. The skyline is set against a lighter blue background that features a large, semi-transparent circular graphic element. The overall color palette is shades of blue.

# Records Storage Technology

Managing E-Mail and e-Discovery Systems

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# Managing E-Mail

## Where is the Municipal E-Mail?

- **70% with a third party**
- **30% have in-house e-mail servers**
- **Conservatively, 150,000 emails annually for a municipality with 100 email accounts**
- **Too many elected officials and staff are still using personal e-mail accounts**
- **Make sure your personnel policies include e-mail**

# Reasons to Manage E-Mail

- **Respond to OPRA requests**
- **Respond to Litigation Discovery requests**
- **Personnel matters**
- **Criminal investigations**
- **Comply with State Retention Guidelines**
- **Cost avoidance savings**

# **Municipal E-Mail & Third Parties**

- **Mailboxes are typically on shared servers**
- **Usually less expensive than in-house servers**
- **Requires no in-house technical staff**
- **Backups are reliable, but short-term**
- **Mostly canned configurations**
- **Limited or no ability to do global searches**
- **Need Strategy for long term storage of e-mail records**
- **E-Discovery will be most likely be manual effort.**

# **Municipal E-Mail In-House**

- **Mailboxes are on dedicated server**
- **Higher cost is traded for control**
- **Requires in-house technical staff**
- **Backups are reliable, can be long term**
- **Can implement automated e-mail retention system**
- **Configurations can be customized**
- **Ability to do global keyword searches**
- **Still need policy and procedures for long term storage of e-mail records**

# E-Discovery Software

- **E-Discovery refers to enterprise records management systems implemented to provide the ability to manage and selectively search for relevant emails/documents.**
- **E-Discovery systems are cost justified on a cost avoidance model (compliance costs, payout amounts and penalties)**
- **Software and implementation costs vary widely from \$100,000 - \$1,000,000+. Ongoing costs can be significant as well.**

# Municipal E-Mail Checklist

- **Adopt an e-mail retention policy. Check State of NJ “Circular Letter 03-10-ST: Managing Electronic Mail: Guidelines & Best Practices”**  
<http://www.njarchives.org/links/circular-letter-03-10-st.html>
- **Create a background master mailbox for copies of all email. Archive searchable copy quarterly**
- **Delete documents when retention dates have been met.**
- **Conduct staff workshops regarding e-mail retention. Include responsibilities and step-by-step procedures.**
- **Develop strategy to respond to legal discovery and OPRA requests.**
- **Review and Evaluate E-Discovery alternatives**

# In summary

- **E-mail retention lags significantly behind all other types of document retention.**
- **Stop using personal mailboxes for municipal business.**
- **Commercial e-mail discovery systems are too expensive for most municipalities, but cost is dropping. Develop alternative semi-automatic processes.**





**Remember,  
the League of Municipalities  
has a free Internet Consulting Service  
to help its member municipalities.**

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